

2020 Census 31. Decennial Service Center Operation (DSC)

Version: 2.6

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Facilitation & Analysis: Lena Oleynikova, Alex Fischhoff

Model Preparation: Lysa Gorgen, Khalid Spotwood

Subject Matter Experts: Renae Wallace

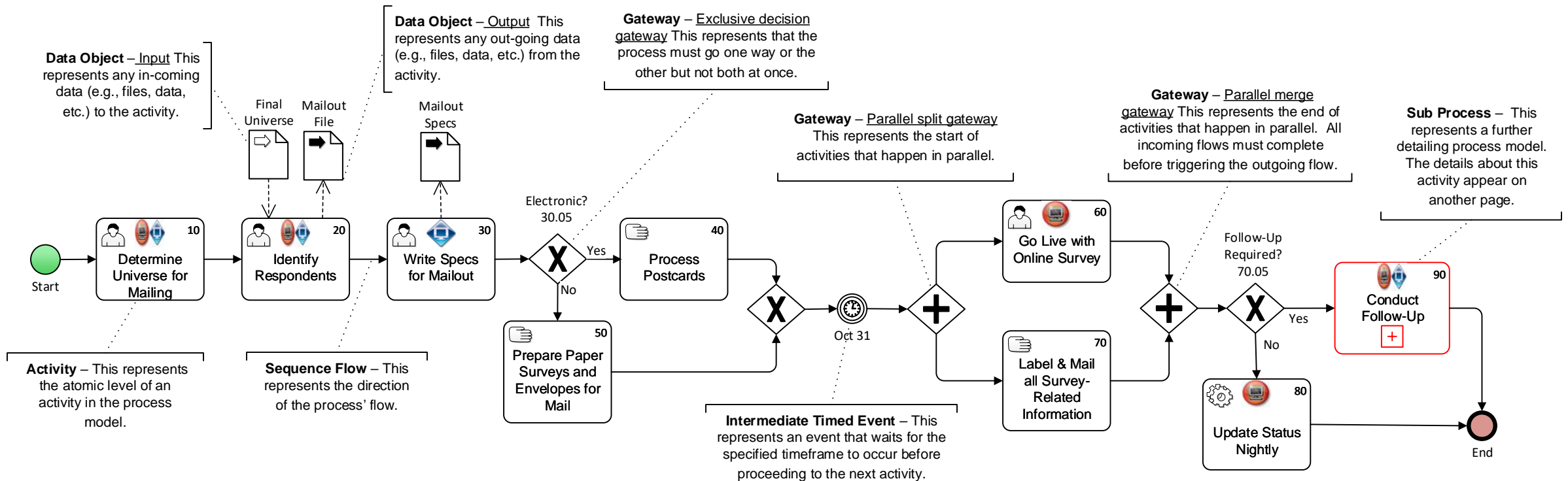
Major Revision Change History				
Date	Description	Author	Version #	Page #'s
10/11/2015	Updated to reflect changes from Lockup	Elina Green	2.1	All
04/12/2016	Modified to include QC updates	Elina Green	2.2	All
03/14/2017	Modified per IPT team	Lysa Gorgen, Khalid Spotwood	2.3	All
06/21/2017	Modified per IPT team	Lysa Gorgen, Khalid Spotwood	2.4	All
11/07/2017	Modified per IPT team	Lysa Gorgen, Khalid Spotwood	2.5	All
04/27/2017	Modified per executive review	DSC IPT	2.6	Pg. 4

Reading and Understanding the Model

Example Activity Model

BPM Purpose

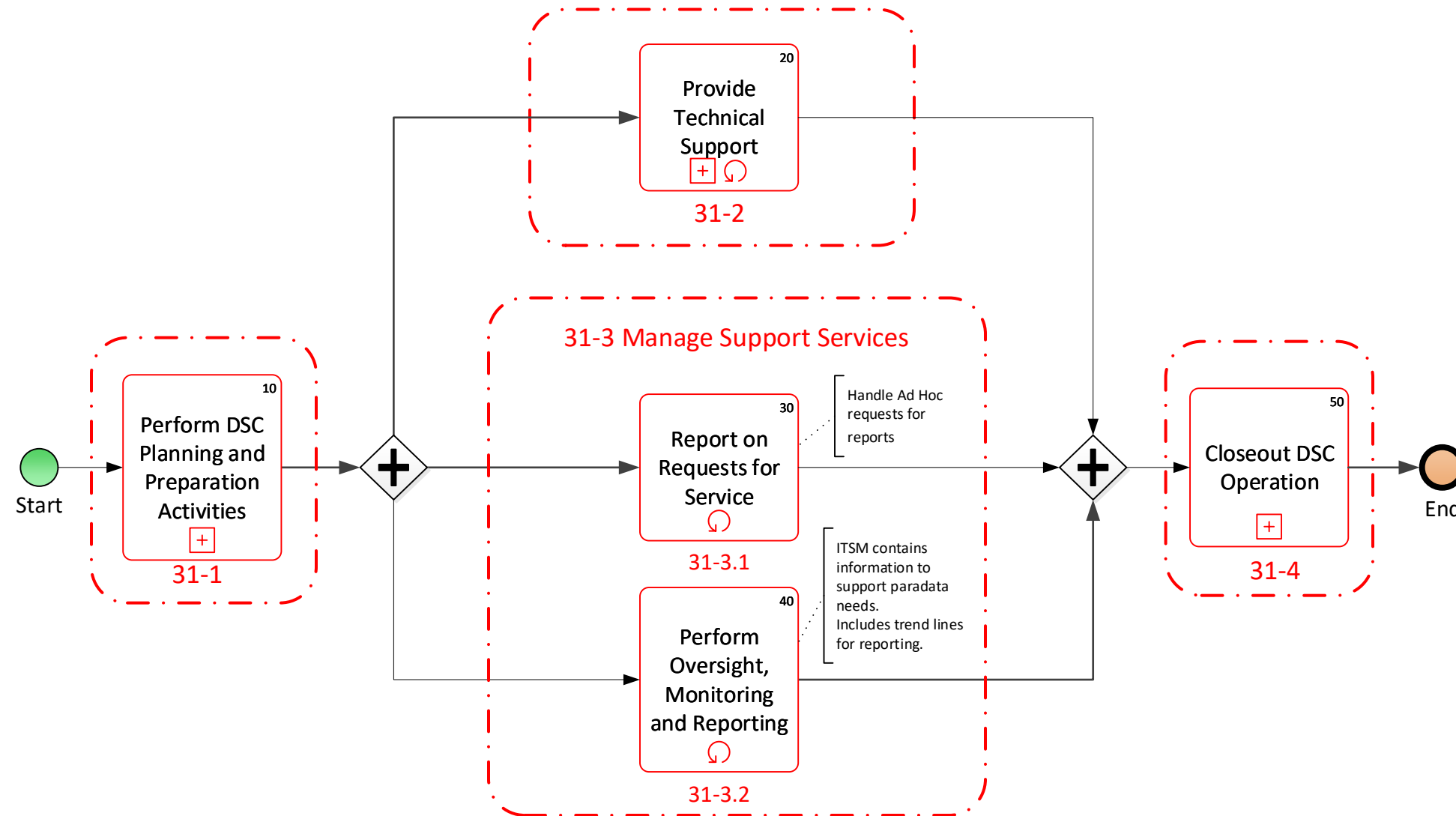
- Describe Census Operations business processes – activities, resources and key milestones
- Provide the details necessary for non-subject matter experts to understand the business process
- Contribute to the requirements development process
- Facilitate the linkage of business processes to IT capabilities
- Capture Operations inputs and outputs



Key:	Activities						Gateways	Data Objects	Other
Events									
Start:							Exclusive:	Input:	Sequence Flow:
End:							Parallel:	Output:	Association:
Intermediate Timed Event:							Event Based:	Data Store:	Annotation:
Flow continued on another page:									
Flow continued from another page:									
	Activities Activity at atomic level: Activity 10 Activity containing a sub process: Sub Process 20 Optional Activity Numbering: Activity 10, Sub Process 20 Note: If numbering, number by 10s to leave room for additional activities between initial activities, just in case they are needed.								
	Activity involving: → USER interacting with a system or software: Activity → MANUAL activity (no system/software involved): Activity → SERVICE or batch processing: Activity → Any system developed specifically for Census' use: Activity → Both a system developed specifically for Census' use <u>and</u> COTS products: Activity → Any commercial-off-the-shelf (COTS) products: Activity								
	→ SENDING a message: Activity → RECEIVING a message: Activity → RECURRING steps: Activity								

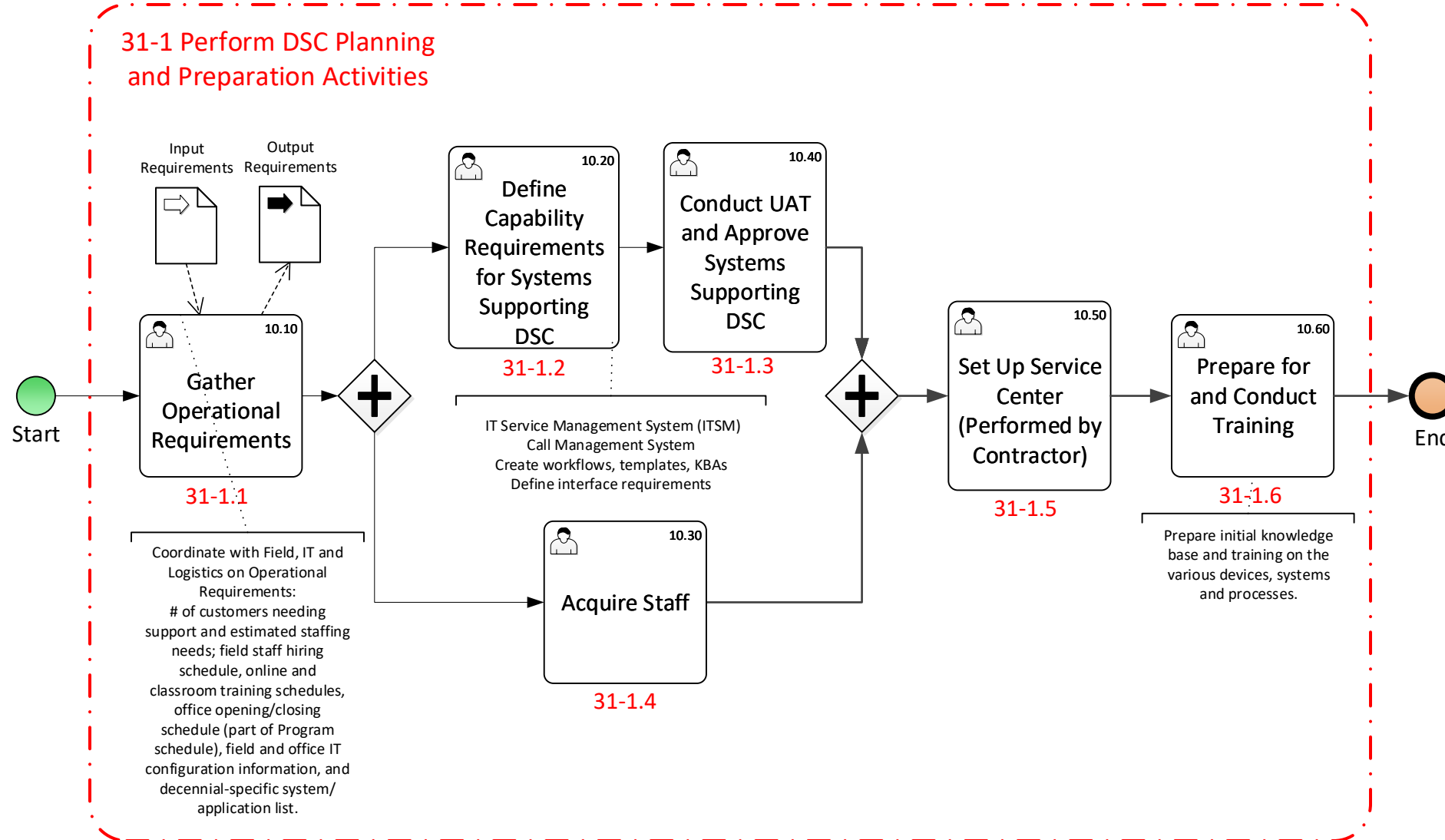
2020 Census 31. Decennial Service Center Operation (DSC)

Purpose: To provide an integrated service center that will provide technical support for Decennial Operations employees (not applicants or respondents) and Decennial specific applications.



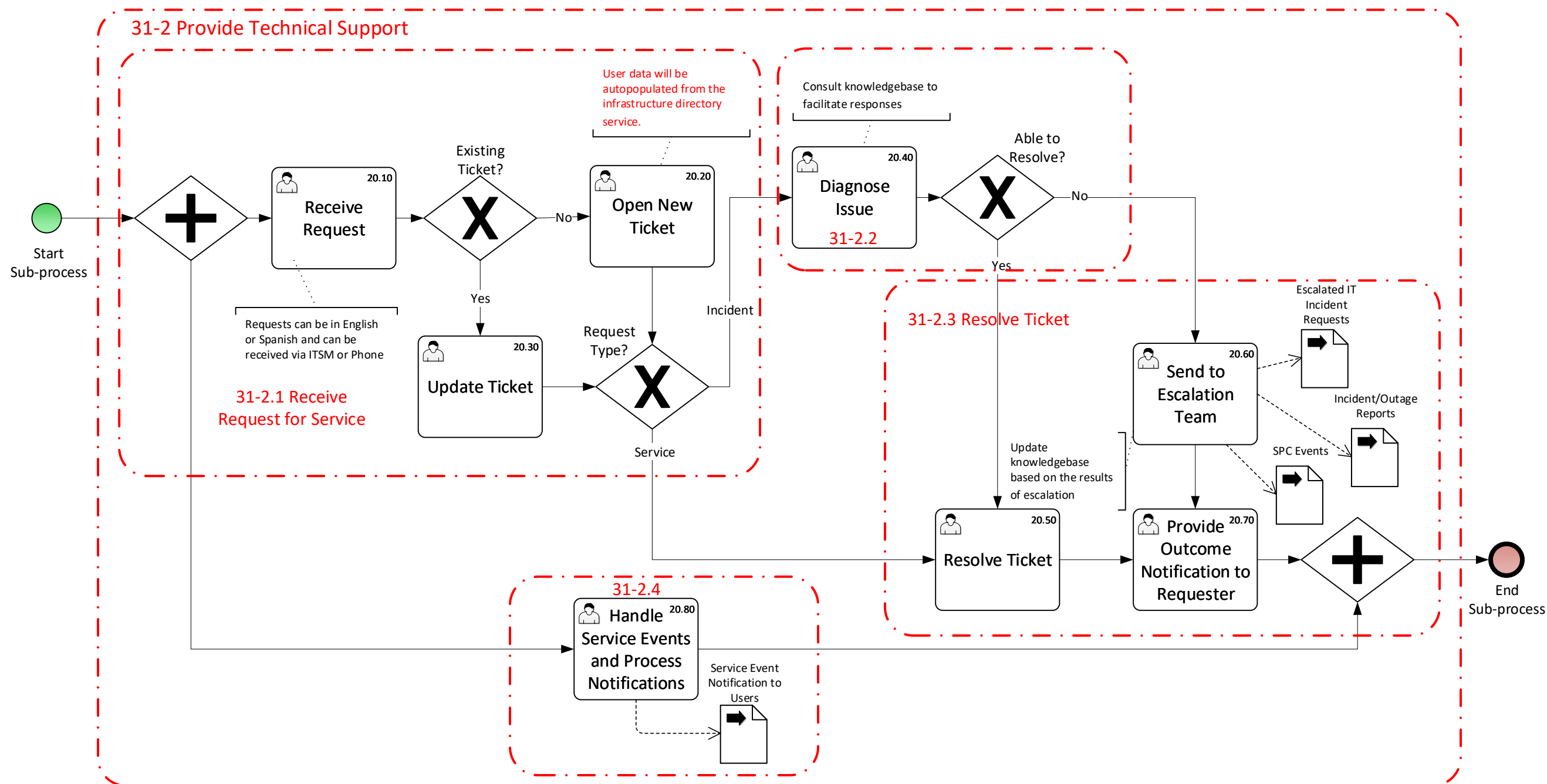
10 Perform DSC Planning and Preparation Activities

Purpose: To perform planning and preparation activities needed to stand up the Decennial Service Center.



20 Provide Technical Support

Purpose: To provide technical support for service requests and incidents from the receipt of request to resolution of request.



50 Closeout DSC Operation

Purpose: To perform all activities associated with the closing of the DSC operation.

